



STATE OF NEVADA
DEPARTMENT OF HEALTH AND HUMAN SERVICES
AGING AND DISABILITY SERVICES DIVISION

Administrative Office
3416 Goni Road, D-132
Carson City, NV 89706

(775) 687-4210 • Fax (775) 687-0574
adsd@adsd.nv.gov

RICHARD WHITLEY
Director

JANE GRUNER
Administrator

BRIAN SANDOVAL
Governor

MEETING NOTICE AND AGENDA

Name of Organization: Subcommittee on Communication Services for Persons Who Are Deaf or Hard of Hearing (SOCS) and Persons with Speech Disabilities of the Nevada Commission on Services for Persons with Disabilities

Date and Time of Meeting: July 8, 2015
9:30 a.m.

Videoconference Location: Nevada Department of Employment, Training and Rehabilitation
751 Basque Way
Carson City, NV 89706

Videoconference Location: Nevada Department of Employment, Training and Rehabilitation
3016 W. Charleston Blvd, Suite 200
Las Vegas NV 89102

To join the meeting by phone, dial 1-888-251-2909 and enter the access code 8985078 when prompted. Persons in Northern Nevada requiring sign language service can call their VRS providers; give them the dial in information in order to access the meeting.

DRAFT Minutes

Members Present: Gary Olsen, Angela Greer, Cindy Roller, Julie Balderson, Greg Ivie, Eli Schwartz

Guests: Norma Lea Christianson, Libby Hathaway, Suzanne Iris, Marry Evilsizer, Sierra Garcia, Tearra Donovan, David Daviton, Jeff Beardsley, Courtney Horner, Rod Voris, Marcia Ferrall, Jennifer Whitcomb, Brian Patchett, Lisa Furr, Connie Phelps, Lorena Daviton, Salvatore Fiorentino, James Osti

Staff: Jill Berntson (ADSD), Julie Kotchevar (ADSD), Rique Robb (ADSD), Desiree Bennett (ADSD), Nanita Moore (ADSD)

I. Welcome, Roll Call and Introductions
Gary Olsen, Chair

Mr. Olsen introduced James Osti to the committee. Mr. Osti has worked with the CSPD and SOCS in the past and continues to advocate for people with disabilities. He is a past member of the SPAC; the predecessor of CSPD. He is a nurse and has previously been an alcohol and drug abuse counselor. He is married to Kate Osti, who is an advocate for the Nevada Disability Advocacy and Law Center, and visually limited. He stated it is all near and dear to his heart working with individuals, and helping people to maximize their potentials.

II. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Please state and spell your name for the record. Public comment may be limited to three minutes per person at the discretion of the chair.)

No public comment was made.

III. Program Update FY14 Review **(For Possible Action)**
Julie Balderson

- Relay Nevada

Ms. Balderson updated the Committee that July 1st was the year anniversary of the partnership with Hamilton Relay. ADSD will be working on contract performance monitoring and will be able to share those results at the SOCS meeting in October. The Deaf and Hard of Hearing Advocacy Resource Center is the program's equipment distribution center and will be invited to give a presentation at a future meeting. Jennifer Whitecomb is the new executive director for DHHARC. Preliminary numbers for the last fiscal year were distributed between the two grantees. A total of 441 pieces of equipment new or exchanged were used. There is still an obvious need for that equipment.

- Equipment distribution program

ADSD is adding an additional staff position in the second quarter that will benefit the interpreter registry. Last meeting Ms. Roller mentioned concerns about enforcement and awareness of compliance of interpreters in schools; what the responsibilities to register are, and who carries out those responsibilities. Sometimes school districts are hiring interpreters but are not clarifying who is responsible for updating their personal development with ADSD. ADSD looking forward to the new staff position to aid in that effort.

- Interpreter Registry

Ms. Balderson stated the program is working to improve the interpreter registry website and there have been significant improvements in the last year. Ms. Balderson will have more to report in a future meeting.

- Annual agenda items for subcommittee quarterly meetings

Ms. Balderson solicited comments from the committee about annual agenda items and what the committee would like to discuss at the quarterly meetings. Ms. Roller is interested in a standing agenda item for legislative updates and presentations from other departments.

Ms. Roller added that the committee needs to hear from someone who has expertise on assistive technology since the state is looking at trying to expand equipment, and grants are going to be up soon. She proposed the theme of the SOCS October meeting be

centered on assistive technology and wireless options. Mr. Olsen added looking into the voice over IP and focus on new technologies. It would also be helpful to talk with the FCC and its impact on communication access. Ms. Balderson stated that she will reach out to Mike Eifert, Executive Director of the Nevada Telecommunications Association, whom is very knowledgeable about FCC decisions.

IV. Report from Relay Nevada (**For Possible Action**)
Lisa Furr, Hamilton Relay

Ms. Donovan gave a presentation to update the committee on Hamilton Relay outreach efforts since the last meeting. Ms. Donovan has completed 13 total presentations, three events, three meetings and three network events. She gave a presentation at Northern Nevada Veterans Resource Center in Reno and explained all the different services, including Captel.

Hamilton also had a booth at the Tour of Hope in Carson City.

Hamilton has had several senior events and also provided mini presentations for the interpreter studies classes at Western Nevada College.

Ms. Donovan was also involved in two stroke groups that have speech struggles, talking about the 7-1-1 services that are also for speech disabled people. They explained their frustrations about calling doctors offices or even ordering pizza and are hung up on due to their struggles with speech. Moving forward, Hamilton has more events planned in Reno for the disability conference, and a senior health fair.

Ms. Donovan shared Hamilton Relay's monthly reports for May, June and July:

<http://adsd.nv.gov/Boards/CSPD/SubSOCS/Agendas/>

V. Presentation from Southern Nevada Center for Independent Living (SNCIL)
Mary Evilsizer, Executive Director, SNCIL

Ms. Evilsizer explained to the committee that there are two centers for independent living in Nevada; one in Reno and one in Las Vegas. She gave a presentation on SNCIL's first full year of providing telecommunications equipment distribution services.

<http://adsd.nv.gov/Boards/CSPD/SubSOCS/Agendas/>

Between the two centers, a monthly circuit was established so that visits to rural counties are regular and anticipated. Lorena Davidson is the outreach coordinator for northern Nevada and has made many acquaintances in the senior centers.

Southern Nevada Center for Independent Living has an annual disability awareness day every year. Both centers are also developing stronger strategic plans of outreach efforts to serve all ages.

Mr. Schwartz asked if the technology level of the equipment being distributed is appropriate for the consumers being served.

Ms. Evilsizer stated that, for the senior population and that they are happy with the amplified phone and voice carryover. She also stated that they are working on outreach to the younger population and what is appropriate for them; which are smartphones.

Mr. Beardsley asked if the population SNCIL serves in group homes is served with equipment to communicate to each other in that setting. Ms. Evilsizer explained that those group homes were the most difficult to provide services to. SNCIL was able to advocate on a one on one basis to get phones and phone lines for each individual living in the home.

Ms. Robb asked what the Centers' rural communities outreach will look like.

Ms. Evilsizer stated SNCIL has been out to Nye, Tonopah and Beatty. The Centers' have

strong teams that are willing to travel and meet with anyone who needs the service. She also stated that meetings with Clark County School district are going well. SNCIL was able to give out two Captel phones to high school students, but students are ashamed about the Captel and would rather have a smartphone like their peers. It is also difficult to get time with teachers in Nevada schools.

Ms. Roller wanted to clarify that the 550 amount on the demographic presentation means that the children have a primary disability as deaf and hard of hearing, but there are other kids out there that do have hearing loss or speech impairments that need to be counted and included.

VI. Election of Chair and Vice Chair (For Possible Action)
Julie Balderson

Ms. Balderson stated that the SOCS elections were supposed to happen at the last meeting of the fiscal year and was not done.

Mr. Schwartz made a motion to nominate Gary Olsen as Chairperson of the Subcommittee on Communication Services.

Ms. Greer seconded the motion.

Mr. Olsen received a unanimous vote as the Subcommittee Chair.

Mr. Schwartz made a motion to nominate Angela Greer as the Vice-Chairperson for the Subcommittee on Communication Services.

Mr. Ivie seconded the motion.

Ms. Greer is unanimously voted as the Subcommittee Vice-Chair.

VII. Discussion and Update on Aging and Disability Services Division Budget and Planning (For Possible Action)
Julie Kotchevar, Deputy Administrator, ADSD

Ms. Kotchevar introduced herself to the Committee. The Agency budget was finished with the ending of the legislative session. At the end of the session, AB200 was passed. AB200 is very significant to the deaf and hard of hearing community. The purpose of AB 200 is to add more clarification to the rights of the Communication Access program going forward. The budget was written originally, how the Public Utilities Commission believed that the money could be spent. Now ADSD goes to the Interim Finance Committee, which is the subset of the legislature that hears business during the year when the legislature is not in session, and request that additional money be added to the budget in support of this program. ADSD does not decide what consumers need, consumers do. ADSD helps consumers get what they need.

The law included that ADSD provide a pool of interpreters. Julie Balderson, Jill Berntson, Rique Robb, and Julie Kotchevar have been working on what that would like, and how it can be built within the state in a short amount of time. ADSD has been working to wrap a price around how much it is going to cost. The other piece of AB200 is that ADSD can develop programs independently such as; access to education, community based services, and access to employment.

AB200 was written broadly on purpose to leave room for the community to tell the agency what those programs need to look like, what services are actually need, and what the money should be spent on.

And for this year the agency is proposing the initial plan on getting the pool of interpreters and on attaining new staff for the interpreter registry. It will allow ADSD to look at

enforcement of the regulations for community and educational interpreters, which is a pretty significant barrier to access to services, and access to a quality education.

Then the program can continue with the equipment distribution, and prepare a short RFP for what advocacy services would look like this fiscal year. That will give the community time to figure out what the programs need to look like, and what does the strategic plan need to say.

The Interim Finance Committee only meets every couple months; it probably will not make it to the IFC until October. And then it will be October through June 30th, when the opportunity would arrive to actually spend the money.

Ms. Kotchevar stated that creating a state plan can be a difficult task without the help of an outside facilitator who can also act as a neutral third party. She advised the Committee to follow a similar path that the Autism Commission followed by getting outside assistance. Ms. Kotchevar clarified that the state plan is for the community and ADSD to develop the budget for FY17, FY18 and FY19 when it is time to go before the legislature. The plan will help guide services. The strategic plan does not have to be pricing out what the program is going to cost; it's really about that what is needed.

Wireless capable smartphones are needed in order to be able to advance to this decade.

We need more comprehensive access to employment programs and employment programs that are focused on people in this community. There needs to be training for employers to learn how to be good employers of people with disabilities.

The budget for this year included what the PUC allowed, which was about 2 million dollars.

That is why the agency has to go to IFC in October, to request additional funding. That money wasn't budgeted to pay for a pool of interpreters or to pay for additional program services, it was only to pay for Nevada relay and the equipment distribution.

Mr. Schwartz stated that is difficult to determine what the needs are and how to prioritize without knowing the price.

Ms. Kotchevar commented that Ms. Balderson has a breakdown of what went into the current budget and can pass it around to the Committee.

Mr. Ivie asked who will be providing oversight for the budget.

Ms. Kotchevar responded that the Legislature provides the correct checks and balances to monitor caseload, cost per person, and the performance base measures. Part of the responsibility of ADSD is to ensure the programs have good outcomes. And if they don't have good outcomes ADSD is failing in the responsibility to ensure quality program operations.

Building a budget is a pretty exacting process; every single item needs to be justified.

VIII. Discussion and Update on AB 200 and other results of Legislative Session 2015
(For Possible Action)

Gary Olsen, Chairperson

Mr. Olsen discussed and presented on the SOCS Quarterly Report (attachment A). He discussed improvement of membership and responsibilities on the Subcommittee and the impact of AB200.

IX. Presentation on SB 514 and SB 419 **(For Possible Action)**

Brian Patchett, Chair, Commission on Services for Persons with Disabilities

Mr. Patchett updated the Committee on Senate Bill 419. The bill SB 419 was sponsored by the Senate Committee on Health and Human Services and was championed and advocated for by the chairman, Senator Hardy. The Able Act, gives people the ability to save money specifically for disability related expenses, such as assistive technology, living expenses, or prevocational services. For those who are interested in learning more about the Able Act, there is information online discussing government services such as SSI, Medicaid and how the Able Act is involved.

- X. Presentation, Discussion and Possible Recommendations on Drafting the Subcommittee on Communication Services' Strategic Plan (For Possible Action)
Gary Olsen, Chairperson
Julie Balderson, ADSD

Ms. Balderson updated the Committee that a year ago Maud Knowell presented to the Committee on drafting a strategic plan and developing performance indicators. The Committee decided to schedule a separate meeting on September 16th in Las Vegas to discuss a strategic plan for the next fiscal year.

- XI. Update, Report and Possible Recommendations Relating to Working Groups and Previously Established Objectives (For Possible Action)
Gary Olsen, Chairperson

- Interpreter issues

Ms. Greer updated the Committee on the Interpreter Issues work group meeting that took place in Las Vegas on May 23rd. The work group discussed NRS 656, an overview of CART and interpreter services responsibilities, and consumer rights.

- Education

Ms. Roller attended the Early Intervention Managers meeting. Early Intervention has had Sky High training for their developmental specialists through Hands and Voices, and they also have mentor training of deaf and hard of hearing teachers to help developmental specialists that don't have that background knowledge in deaf and hard of hearing.

- Strategic plan/ Town Hall Meetings
- Assistive Tech.

Mr. Schwartz has been working to contact Senator Spearman to discuss assistive technology issues.

- Open Captioning

Mr. Olsen commented that he will be pursuing people who can help with the open captioning.

- Mental Health

Mr. Olsen commended Mr. Osti as an expert in area of mental health and that he will be helpful to the committee with that knowledge.

- Employment

The Committee is interested in finding community members to help the committee in the area of employment. It is important to look into the possibility of getting specialists to talk about certifications for interpreters.

- XII. Consider Agenda Items for Next Meeting on October 14, 2015 (For Possible Action)

Gary Olsen, Chairperson

XIII. Schedule Next Meeting October 14, 2015 (For Possible Action)

Gary Olsen, Chairperson

The next scheduled SOCS meeting will be held on October 14th, 2015

XIV. Public Comment (No action may be taken upon a matter raised under public comment period unless the matter itself has been specifically included on an agenda as an action item. Please state and spell your name for the record. Public comment may be limited to three minutes per person at the discretion of the chair.)

Ms. Evilsizer commented that she is in the process of updating the resource guide for deaf hard of hearing, speech impaired, blind and mental illness, and send them out to the Committee for input. She asked that if the Committee knows of any other resources, she would be happy to add them to the guide.

Mr. Ivie asked when the regulations for AB200 will be promulgated.

Ms. Kotchevar stated those regulations would not be out until next year.

There is currently a master service agreement, which is a state contract all of the prior interpreting agencies contracted with the state. That is the pool of interpreting agencies that can be used. The intent is that other agencies would use the state contract, and if the state contract wasn't available they would be able to access that pool.

XV. Adjournment

Gary Olsen, Chairperson

Meeting adjourned at 1:10 pm.

Current Subcommittee on Communication Services Members

Gary Olsen (Chairperson), Julie Balderson, Angela Greer, Cynthia Roller, Michael Eifert, Greg Ivie, and Eli Schwartz

NOTE: Items may be considered out of order. The public body may combine two or more agenda items for consideration. The public body may remove an item from the agenda or delay discussion relating to an item on the agenda at any time. The public body may place reasonable restrictions on the time, place, and manner of public comments but may not restrict comments based upon viewpoint.

NOTE: We are pleased to make reasonable accommodations for members of the public who have disabilities and wish to attend the meeting. ASL Interpreters will be available at the meeting. If special arrangements for the meeting are necessary, please notify Desiree Bennett at (775) 687-0586 as soon as possible and at least **ten** days in advance of the meeting. If you wish, you may e-mail her at dabennett@adsd.nv.gov. Supporting materials for this meeting are available at 3416 Goni Road, D-132, Carson City, NV 89706, or by contacting Desiree Bennett at 775-687-0586, or by email dabennett@adsd.nv.gov.

Agenda Posted at the Following Locations:

1. Aging and Disability Services Division, Carson City Office, 3416 Goni Road, Suite D-132, Carson City, NV 89706
2. Aging and Disability Services Division, Las Vegas Office, 1860 East Sahara Avenue, Las Vegas, NV 89104
3. Aging and Disability Services Division, Reno Office, 445 Apple Street, Suite 104, Reno, NV 89502
4. Aging and Disability Services Division, Elko Office, 1010 Ruby Vista Drive, Suite 104, Elko, NV 89801
5. Southern Nevada Center for Independent Living, 2950 S. Rainbow Suite 220, Las Vegas, NV 89146
6. Deaf and Hard of Hearing Advocacy Resource Center, 25753120 S. Durango Suite 301, Las Vegas, NV 89117

7. Northern Nevada Center for Independent Living, 999 Pyramid Way, Sparks, NV 89431
8. Deaf and Hard of Hearing Advocacy Resource Center 1150 cooperate Blvd. Suite 1, NV 89502
9. Nevada State Library and Archives, 100 North Stewart Street, Carson City, NV 89706

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